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ABSTRACT

Supporting performance objective 84 of the V-TECS (Vocational-Technical Education Consortium of States) Secretarial Catalog, both a set of student materials and an instructor's manual on typing memorandums are included in this packet. (The packet is the third in a set of fifteen on typewriting--CE 016 920-934.) The student materials include a pretest and a posttest, four learning activities, four check-out activities, and an instructor's evaluation guide for each check-out activity. The instructor's manual includes a description of entering behaviors, terminal objectives, required materials and equipment, procedures for the instructor, an answer sheet for the posttest, answers to the learning activities and the check-out activities, and the narrative for a filmstrip. The materials are designed for self-paced individual instruction and may be adapted for use with large groups. (A separate booklet--CE 016 911--lists contents for the fifteen packets in this set along with those in several other sets--seventy-eight packets in all--based on the same V-TECS catalog.) (JT)

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ED155411

MEMORANDUMS
INTEROFFICE COMMUNICATION

STUDENT'S MANUAL

Prepared by

Mrs. Jane Snapp

These materials support
Performance Objective 84 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

INTRODUCTION

"Memorandums" is a filmstrip program designed to teach the preparation of interoffice memorandums using a variety of formats. You will be given a general intorduction to the different styles of memos and will then be instructed in the techniques of setting up memos to meet specific purposes.

OBJECTIVES

Given edited, rough-draft copy and required supplies, you will be able to type the copy in memorandum form with one carbon, following the instructions provided by your instructor. The memorandum must be typed in the specified format with all errors neatly corrected on both the original and carbon copies. You will be able to name the parts of a memorandum and explain how these parts may be arranged in the memorandum.

You will be able to type an envelope for interoffice communications using correct format.

PERFORMANCE GUIDE

You will need a typewriter, plain stationery (half and regular sizes), printed memorandums, carbon papers, second sheets, and erasing meterials.

Follow these procedures:

1. Complete the pretest.
2. Watch the filmstrip program entitled: "Memorandums."
3. Complete the post-test.
4. If you successfully complete the post-test, continue the program by completing the Learning Activities.
5. Have your work evaluated by the instructor.
6. Complete the Checkout Activities.
7. Follow this Performance Guide for the Learning and Checkout Activities:
   a. Select appropriate supplies
   b. Make necessary typewriter adjustments
      (1) Set appropriate margins
      (2) Adjust line space regulator
      (3) Set appropriate tabs
   c. Assemble the carbon pack and insert it into the typewriter
   d. Type the copy in memorandum form as specified by the instructor
   e. Proofread the copy carefully, correct all errors, and remove it from the typewriter
8. Have all completed Activities evaluated by your instructor.

Name _____

MEMORANDUMS

P R E T E S T

Directions: Fold this sheet lengthwise at the fold line.
Respond to the items by writing your answer in the blank under the Answer column.
When you have finished, check your answers by folding out the Correct Answer column.

Questions	Your Answer	Correct Answer
1. Can you identify the following parts of a typewriter and demonstrate their uses? (a) centering scale (b) left and right margin levers (c) line space regulator (d) tab set and clear keys	1. (a) yes-no (b) yes-no (c) yes-no (d) yes-no	
2. Can you assemble a carbon pack and insert it into the typewriter correctly?	2. yes-no	
3. Can you correct errors properly?	3. yes-no	
If you answered NO to any of the above questions, check with your instructor before continuing this pretest. If all answers have been YES, continue with the pretest.		
4. _____ are forms used to communicate within an office.	4._____	memorandums or memos
5. Memorandums can be typed using _____ or _____ stationery.	5._____	plain printed
6. The heading of a memo consists of the _____ and the _____.	6._____	title; guide words
7. Guide words are generally composed of _____, _____, _____, and _____.	7._____	to, from, date, subject
8. Fill-ins after guide words are preceded by _____ blank spaces.	8._____	two
9. The body of a memorandum is _____ spaced.	9._____	single
10. The _____ and _____ are generally omitted.	10._____ _____	salutation complimentary close
11. Typists initials (are, are not) generally included.	11._____	are
12. When envelopes are typed for memos, the envelope has _____ typed in all caps in the stamp position.	12._____	Company mail

Fold Here

Name _____

Evaluation _____

MEMORANDUMS

P O S T – T E S T

Directions: Respond to the items by writing your answer in the blank under the Answer column. When you have finished, turn in this sheet to your instructor for evaluation.

Questions	Your Answer	Acceptable ✓	Not Acceptable ✗
1. _____ are an example of written communication within a business.	1. _____	+6	-6
2. To help distinguish interoffice communication from mailing items, the stationery may be _____.	2. _____	+6	-6
3. Memos may be typed on _____ or _____ stationery.	3. _____	+6	-6
4. Memos may be typed on _____ sheets or on _____ sheets of paper.	4. _____	+6	-6
5. The heading of a memo consists of the _____ and the _____ words.	5. _____	+6	-6
6. The most common guide words are _____, _____, _____, and _____.	6. _____	+6	-6
7. Guide words may be aligned on the _____ or on the _____.	7. _____	+6	-6
8. Guide words are always typed in all caps.	8. True-False	+6	-6
9. Colons may or may not be used after the guide words.	9. True-False	+6	-6
10. Fill-ins after guide words are preceded by _____ blank spaces.	10. _____	+6	-6
11. It is very important that you take time to use the variable line spacer to _____ the fill-in information with the guide words.	11. _____	+6	-6
12. Paragraphs in a memorandum are separated by a _____ space.	12. _____	+6	-6
13. The left and right margins should always be _____.	13. _____	+6	-6
14. The closing lines of a memo are exactly like those of a business letter.	14. True-False	+6	-6
15. The sender's initials may be placed in the heading, after the typed initials, at center point, or at the _____ tab if one is used.	15. _____	+6	-6

POST – TEST, continued

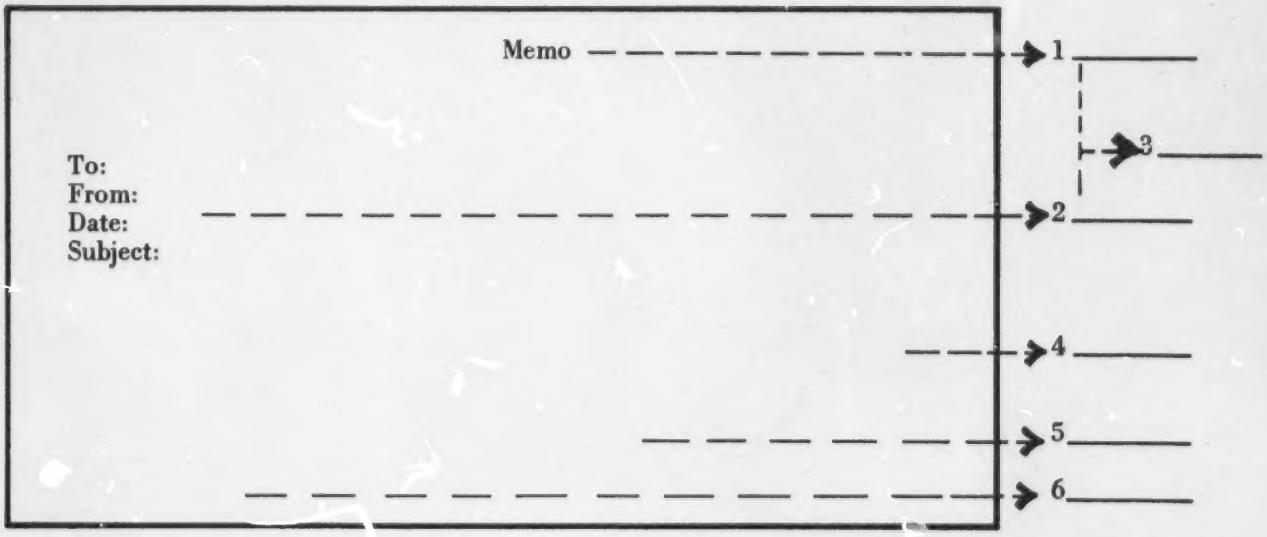
16. When envelopes are used for memos, the words are typed in the stamp position.	16._____	+6	-6
17. You do not use a personal title on an envelope for memos.	17. True-False	+6	-6
18. The address on a COMPANY MAIL envelope should be typed in full.	18. True-False	+6	-6

LEARNING ACTIVITY NO. 1

Fill in the correct names for the parts of the memorandum as indicated in the sketch below.

Select your answers from these words:

Initials	Heading	Paragraphs
Body	Guide Words	Signature
Salutation	Complimentary Close	Title



7. Describe several arrangements of the title of a memorandum.

   (a)

   (b)

   (c)

8. In the space provided below, type several arrangements of guide words.

LEARNING ACTIVITY NO. 1, continued

9. Type the following subject line in two acceptable forms: (a) all caps and (b) initial caps

   subject: special meeting of directors on August 27

(a)

(b)

10. Explain several formats the sender may use in signing or initialing memorandums.

11. How is the body of a memorandum arranged? (include spacing and alignment details)

UPON COMPLETION, SUBMIT YOUR WORK FOR EVALUATION.

LEARNING ACTIVITY NO. 2

Following the Performance Guide outlined in the Student's Manual, type the rough-draft copy of a memorandum with one carbon copy. Use the specified format and correct all errors neatly on both the original and carbon copies.

Specifications:
(1) Use a sheet of plain stationery
(2) Spread the heading "Memorandum," type in all caps and underscore
(3) Align the guide words at the left margin and use colons
(4) Set the left margin in line with the guide words
(5) Type appropriate closing lines

Body of the memo:

Para. No. 1: It has been brought to my attention that many of the typists in this company have been using an incorrect style in typing business letters.

Para. No. 2: Enclosed is a copy of the company Style Manual with the letter style we prefer pictured on page 16.

Para. No. 3: Have each typist in your department read page 16 and sign the distribution list.

Para. No. 4: Thank you for your cooperation in this ~~manner.~~ matter.

To: Jean Wilson, Supervisor
From: George Gregory, Personnel Director
Date: current date
Subject: (Decide on an appropriate subject line for this memo. Remember the subject line is short and tells what the entire memo is about.)

UPON COMPLETION, SUBMIT YOUR WORK FOR EVALUATION.

LEARNING ACTIVITY NO. 3

Type an envelope for the memo you typed in Learning Activity No. 2.

On a separate sheet:

Explain why a special format must be used for interoffice correspondence envelopes.

LEARNING ACTIVITY NO. 4

Draw a rough sketch showing the parts of a COMPANY MAIL envelope. (You will need to use a ruler for this problem – try to draw the envelope in proportion to a real envelope but not as large.)

UPON COMPLETION, SUBMIT THIS WORK FOR EVALUATION.

CHECKOUT ACTIVITY NO. 1

Type the following memorandum on plain paper (half sheet) to Mr. John Adams, from Mrs. Sally Young, using the current date. The subject of the memo is "Repair Request."

Follow the Performance Guide provided in your Student's Manual.

Type the heading following these specifications:

Title: Center Memorandum and type in all caps.

Type the guide words in initial caps aligned on the left.

Set the left margin to line up with the fill-in information.

Body of the Memo:

Paragraph No. 1. The typewriters in the secretarial department are overdue for a through cleaning by a professional repairman. Please have a repairperson from each of the following companies make an appointment to come in and work on our machines.

Paragraph No. 2. IBM – 4 machines to be cleaned
Royal – 8 machines to be cleaned
Underwood – 1 machine to be cleaned

(Since memos are used to save time, begin each line at the left margin.)

Paragraph No. 3. Thank you for your assistance in this matter.

UPON COMPLETION, SUBMIT THIS WORK FOR EVALUATION.

CHECKOUT ACTIVITY NO. 2

Using the printed memorandum form (half sheet) provided in your Student's Manual, use the information below to type a memorandum following these instructions:

1. Follow the Performance Guide provided in your Student's Manual.
2. Set the left margin to line up with the guide words.
3. Type the sender's initials at the center point after the body of the memo. Prepare an envelope for the memo.

To: Sales Department Clerks
From: George Gregory, Personnel Director
Date: August 14, 19
Subject: Clerks' Inservice Meeting

Body of the Memo:

Para. No. 1: All clerks in the Sales Department are required to attend a Clerks' Inservice meeting, which will be conducted by Mrs. June Stenvert on the subject of maintaining sales records.

Para. No. 2: A meeting will be held on September 1 at 3:30 p.m. in Room 197.

Para. No. 3: If you will be unable to attend, please contact me in the Personnel Office in Room 186 before August 27.

UPON COMPLETION, SUBMIT YOUR WORK FOR EVALUATION.

CHECKOUT ACTIVITY NO. 3

Type the memo in Checkout Activity No. 1 on the printed sheet provided in the Student's Manual for Checkout Activity No. 3. Follow the directions as given except for the left margin of the body. Set the left margin for this activity to line up with the guide word, "Subject."

UPON COMPLETION, SUBMIT YOUR WORK FOR EVALUATION.

For Use With CHECKOUT ACTIVITY 2

MEMO

To:

From:

Date:

Subject:

Cut Here

For Use With CHECKOUT ACTIVITY 3

Memorandum

To:

From:

Date:

Subject:

CHECKOUT ACITIVITY NO. 4

Using the printed memorandum provided for this activity, use the following information to type a memorandum with these instructions:

Make 1 carbon copy.
Set the left margin to line up with the fill-in information.
Follow the Performance Guide in the Student's Manual.
Type an envelope for the memo.

To: Elvira Crenshaw
From: George Gregory, Personnel Director
Date: September 15, 19
Subject: Clerks' Inservice Meeting

Body of the memo:

Para. No. 1: A Clerks' Inservice meeting was scheduled for September 1 at 3:30 p.m. in Room 947. This was an important meeting in which the maintenance of sales records was discussed by Mrs. June Stenvert. Mrs. Stenvert is a noted authority in ~~this~~ her field.

Para. No. 2: I requested that all clerks who could not attend this meeting contact me in the Personnel Office before August 27. Since you did not attend this meeting and did not inform me that you would be absent, I would like to meet with you this week at a time that would be convenient for you. It will take approximately one hour to review the procedures and new forms that were presented at the September meeting.

Para. No. 3: Please be sure to obtain permission from your supervisor to be absent from your department for an hour or so on the day that you plan to go over these important materials with me.

Para. No. 4: I will expect to hear from you some time this week to schedule our appointment.

UPON COMPLETION, SUBMIT THIS WORK FOR EVALUATION.

For Use With CHECKOUT ACTIVITY No. 4

MEMORANDUM

TO: DATE:

FROM:

SUBJECT:

Name _____

Instructor's Evaluation Guide
for

MEMORANDUMS

PERFORMANCE CRITIQUE:

Excellent . . . . . ___
Good . . . . . ___
Fair . . . . . ___
Needs Improvement . . . ___

ACTIVITY CHECK-OUT ACTIVITY 1	Evaluation	
	Acceptable	Unacceptable
1. Used correct form in typing memorandum on a half sheet of plain paper.		
2. Set up guide words in form specified in the directions.		
3. Lined up items correctly in paragraph No. 2		
4. Typed reference initials at end of memo.		
5. Made proper corrections on typed copy; corrections are not obvious.		

Name _____

Instructor's Evaluation Guide
for

MEMORANDUMS

PERFORMANCE CRITIQUE:

Excellent . . . . . ___
Good . . . . . ___
Fair . . . . . ___
Needs Improvement . . . ___

ACTIVITY — CHECK-OUT ACTIVITY 2	Evaluation	
	Acceptable	Unacceptable
1. Used correct form in typing memorandum on a half sheet of preprinted stationery.		
2. Set up guide words in form specified in the directions.		
3. Made corrections as indicated by proofreader's marks.		
4. Typed reference initials at end of memo.		
5. Made proper corrections on typed copy; corrections are not obvious.		

Name _____

Instructor's Evaluation Guide
for

MEMORANDUMS

PERFORMANCE CRITIQUE:

Excellent . . . . . ___
Good . . . . . ___
Fair . . . . . ___
Needs Improvement . . . ___

ACTIVITY CHECK-OUT ACTIVITY 3	Evaluation	
	Acceptable	Unacceptable
1. Used correct form in typing memorandum on a half sheet of preprinted stationery.		
2. Set up guide words in form specified in the directions.		
3. Made corrections as indicated by proofreader's marks on rough draft.		
4. Typed reference initials at end of memo.		
5. Made proper corrections on typed copy; corrections are not obvious.		

Name _____

Instructor's Evaluation Guide
for

MEMORANDUMS

PERFORMANCE CRITIQUE:

Excellent . . . . . ___
Good . . . . . ___
Fair . . . . . ___
Needs Improvement . . . ___

ACTIVITY CHECK-OUT ACTIVITY 4	Evaluation	
	Acceptable	Unacceptable
1. Used correct form in typing memorandum on a whole sheet of preprinted stationery.		
2. Set left margin as specified in the directions.		
3. Placed sender's initials correctly at the date tab.		
4. Typed envelope for the memo.		
5. Made corrections as indicated by proofreader's marks on rough draft.		
6. Made proper corrections on typed copy; corrections are not obvious.		

MEMORANDUMS
INTEROFFICE COMMUNICATION

INSTRUCTOR'S MANUAL

Prepared by

Mrs. Jane Snapp

These materials support
Performance Objective 84 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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INTRODUCTION

"Memorandums" is a filmstrip program designed to teach the preparation of interoffice memorandums in a variety of formats. The student is given a general introduction to the different styles of memos and is instructed in the techniques of setting up memos to meet specific purposes.

ENTERING BEHAVIORS

The learner should be able to operate the following equipment before attempting this program on an individual basis:

1. a filmstrip projector
2. a cassette tape player
3. a typewriter

The learner must be able to type, and must possess a working knowledge of the operable parts of a typewriter; namely, the centering scale, the left and right margin levers, line space regulator, tab set and clear keys. The learner must also be able to assemble a carbon pack and insert it into the typewriter correctly, as well as correct errors properly.

TERMINAL OBJECTIVES

Given edited, rough-draft copy and required supplies, the learner will be able to type the copy in memorandum form with one carbon, following the instructions provided by the instructor. The memorandum must be typed in the specified format with all errors neatly corrected on both the original and carbon copies.

The learner will be able to name the parts of a memorandum and tell how those parts may be arranged within the memorandum.

The learner will be able to type an envelope for interoffice correspondence.

REQUIRED MATERIALS & EQUIPMENT

The following is a list of the minimum required materials and equipment needed for this program.

1 filmstrip projector

1 cassette tape player

1 typewriter for each student

plain stationery (half and regular size sheets)

printed memorandums (duplicated from the original provided in the *Student's Manual)*

carbon paper

second sheets

erasers (or other erasing materials used by the student)

plain envelopes

PROCEDURES FOR THE INSTRUCTOR

Individual Instruction. When preparing this program on an individual basis, the instructor should make sure that each student has the required materials, a slide projector, a cassette tape player, a headset, a copy of the *Student's Manual*, and a typewriter. The student will turn in materials as the program progresses and should be encouraged to contact the instructor when assistance is needed.

Group Instruction. The instructor can follow the general outline of activities as follows:

1. Set up the projector and cassette player.
2. Prefocus the projector on frame No. 1.
3. Have the tape player ready to begin.
4. Distribute the *Student's Manual*.
5. Review the *Student's Manual* with the group.
6. Administer the pretest.
7. Divide the group according to their scores on the pretest.
8. Present the filmstrip program.
9. Have a production lab with necessary materials set up.
10. Arrange to collect the post-test, Learning Activities, and the Checkout Activities from each student.

Note to teacher: Using Checkout Activity No. 2 as an example, the teacher could explain how a routing slip would be used to be sure that each of the clerks in the Sales Dept. received the memo.

Routing Slip

After you have read the attached correspondence, check your name off the list and relay the material to the next person on the list.

Thank you!

_____ Jane Doe
_____ John Smith
_____ Andrew Johnson
_____ Bill Kirby
_____ Wanda Brown

INSTRUCTOR'S ANSWER SHEET
FOR
POST-TEST

Memorandums

1. memorandums or memos
2. color-coded, of a different paper stock, different quality, different size (any one of these may be the answer)
3. plain, printed
4. half, full
5. title, guide
6. to, from, date, subject
7. left, right
8. False
9. True
10. two
11. align (may also say line up)
12. double
13. even (or the same)
14. False
15. date
16. company mail
17. False
18. False

ANSWERS TO LEARNING ACTIVITY NO. 1

1. Title
2. Guide Words
3. Heading
4. Body
5. Signature
6. Initials
7. (a) All Caps, Centered

   (b) Initial Caps

   (c) Spread
8. To: TO:

   From: FROM:

   Date: DATE:

   Subject: SUBJECT:

   To: TO:

   From: FROM:

   Date: DATE:

   Subject: SUBJECT:
9. (a) SUBJECT: SPECIAL MEETING OF DIRECTORS ON AUGUST 27

   (b) Subject: Special Meeting of Directors on August 27
10. The sender's initials may be typed a double space below the body at center point.

    The sender may sign or initial the memo beside the name in the heading if the initials are omitted after the message.

    The initials may be placed at the date tab stop if the date has been typed on the right side of the form.
11. Single space sentences in the body and double space between paragraphs.

    The body of the memorandum is aligned with the guide words or with the fill-in information.

ANSWER TO LEARNING ACTIVITY NO. 2

M E M O R A N D U M

TO: Jean Wilson, Supervisor

FROM: George Gregory, Personnel Director

DATE: May 26, 19--

SUBJECT: Correct Business Letter Style (Students responses will vary.)

It has been brought to my attention that many of the typists in this company have been using an incorrect style in typing business letters.

Enclosed is a copy of the company's Style Manual with the letter style we prefer pictured on page 16.

Have each typist in your department read page 16 and sign the distribution list.

Thank you for your cooperation in this matter.

xxx

Enclosure

ANSWER TO LEARNING ACTIVITY NO. 3

COMPANY MAIL

Jean Wilson, Supervisor

COMPANY MAIL is written in the stamp position so that the company (or interoffice) mail will not get mixed in with outgoing mail.

A complete address is not needed because interoffice mail is moved only between departments or branches of a single organization.

ANSWER TO LEARNING ACTIVITY NO. 4

COMPANY MAIL

Individual's Name and Title
Department

ANSWER FOR CHECKOUT ACTIVITY NO. 1

MEMORANDUM

To: John Adams

From: Sally Young

Date: May 25, 19--

Subject: Repair Request

The typewriters in the secretarial department are overdue for a thorough cleaning by a professional repairperson. Please have a repairperson from each of the following companies make an appointment to come in and work on our machines.

IBM - 4 machines to be cleaned
Royal - 8 machines to be cleaned
Underwood - 1 machine to be cleaned

Thank you for your assistance in this matter.

xxx

---

*Note to instructor: Since memos are an informal method of communicating, check to see that students have not used personal titles (Mr. and Mrs.) in the heading. Also, the subject line will not have quotation marks around it as it does in the instructions.

ANSWER FOR CHECKOUT ACTIVITY No. 2

MEMO

To: Sales Department Clerks

From: George Gregory, Personnel Director

Date: August 14, 19--

Subject: Clerks' Inservice Meeting

All clerks in the Sales Department are required to attend a Clerks' Inservice meeting, which will be conducted by Mrs. June Stenvert on the subject of maintaining sales records.

The meeting will be held on September 1 at 3:30 p.m. in Room 947.

If you will be unable to attend, please contact me in the Personnel Office in Room 186 before August 27.

G. G.

xxx

Cut Here

ANSWER FOR CHECKOUT ACTIVITY No. 3

Memorandum

To: John Adams

From: Sally Young

Date: May 25, 19--

Subject: Repair Request

The typewriters in the secretarial department are overdue for a thorough cleaning by a professional repairperson. Please have a repairperson from each of the following companies make an appointment to come in and work on our machines.

IBM - 4 machines to be cleaned
Royal - 8 machines to be cleaned
Underwood - 1 machine to be cleaned

Thank you for your assistance in this matter.

xxx

ENVELOPE FOR CHECKOUT ACTIVITY NO. 2

COMPANY MAIL

Sales Department Clerks

ANSWER FOR CHECKOUT ACTIVITY NO. 4

MEMORANDUM

TO: Elvira Crenshaw **DATE:** September 15, 19--

FROM: George Gregory, Personnel Director

SUBJECT: Clerks' Inservice Meeting

A Clerks' Inservice meeting was scheduled for September 1 at 3:30 p.m. in Room 947. This was an important meeting in which the maintenance of sales records was discussed by Mrs. June Stenvert. Mrs. Stenvert is a noted authority in her field.

I requested that all clerks who could not attend this meeting contact me in the Personnel Office before August 27. Since you did not attend this meeting and did not inform me that you would be absent, I would like to meet with you this week at a time that would be convenient for you. It will take approximately one hour to review the procedures and new forms that were presented at the September meeting.

Please be sure to obtain permission from your supervisor to be absent from your department for an hour or so on the day that you plan to go over these important materials with me.

I will expect to hear from you some time this week to schedule our appointment.

G. G.

xxx

ENVELOPE FOR CHECKOUT ACTIVITY NO. 4

COMPANY MAIL

Elvira Crenshaw, Clerk
Sales Department

NARRATION

Memorandums

1. Title

2. Credits

3. Communication takes place when a message is successfully transmitted from one point to another via . . .

4. Face-to-face conversation. . .

5. Interoffice communication systems,

6. and the telephone.

7. These are all examples of spoken communication. There are times, however, when it is necessary to use written communication within a business.

8. Memorandums are a form of interoffice communication used to send written messages from one individual, or group, to another within a business. Memos (short for memorandums) are also used as written exchanges between departments within a business and between the branch offices of the same organization.

9. A business may color-code the forms and stationery used in its offices depending on their purposes. In such a business, interoffice memos will be a different color, and possibly a different size and quality of stock, from the business stationery.

10. A memorandum can be typed using plain paper or using specially printed forms. Printed forms are preferable for businesses requiring this type of communication regularly, since prepared forms result in a saving of time for the typist.

11. Depending on the length of the message, memos may be typed on full or half sheets.

12. The heading of a memo generally consists of the title and the guide words.

13. The guide words are: To, From, Date, and Subject

    The heading may take any one of the several formats as shown in the following slides.

14. This is an example of a memo typed using a spread heading. The guide words are typed in all caps and are aligned on the left.

15. Here the title is underscored for emphasis. The guide words are aligned on the right.

16. Notice that the word "subject" is typed in all caps in this memo. The entire subject line can be typed in all caps for special emphasis. The date is sometimes typed on the right side as shown here.

17. When the subject line is not typed in all caps, each important word is typed in initial caps as shown in this slide.

18. The guide words on this memo have been rearranged. It would take a little extra time to type this form since an extra tab stop would be necessary.

19. This memorandum uses a horizontal line to separate the heading from the body. When using this form, there is a blank line above and a blank line below the typed line. A single space above the line and a double space below the line will provide the correct spacing shown here.

20. Any combination of these formats is also likely. Though the title and guide words of a memorandum may vary in order and form, the spacing of items in a memorandum is standard in most businesses. The following slides will explain the typing of a memorandum on plain paper using a basic format.

21. Center the title an inch from the top of the paper. The title may be spread or underscored for special emphasis. It is most commonly typed in all caps as shown in this slide.

22. Triple space after the title and begin the guide words; guide words include: To, From, Date, and Subject.

23. Other guide words may be used as needed for the particular business—such as Invoice Number, Patient Number, Stock Number, and so on.

24. Guide words are double spaced.

25. They may be typed in initial caps or all caps. . .

26. and may be aligned on the left or on the right. Colons after the guide words are optional—but they are generally included.

27. This concludes the specifications for typing the memo heading on plain paper. The following slides cover items that relate in general to all memorandums.

28. Leave two blank spaces to the right of the guide words and align the fill-in information after the words as shown.

29. When typing fill-ins on printed forms, it is especially important that you take care to align the bottom of the fill-in information with the printed guide word by using the variable line spacer. Otherwise you will have typed copy with the appearance of either flying off the line or sinking.

30. Triple space between the heading and the body of the memorandum.

    Single space sentences in the body of memorandums and double space between paragraphs.

31. When a tabulation occurs in the body, double space above and below it.

32. The left margin of the memo may be aligned as shown. The example on the left shows alignment with the fill-in items. The example on the right shows alignment with the guide words.

33. In either case, the right and left margins should be even.

34. The memorandum was developed as an informal means of interoffice communication. It is much simpler in format than a formal business letter which is used as communciation between two different businesses.

35. One of the time-saving elements of the memo is that the date may be typed in a short form, such as 1/4/78 or 1-4-78 (narrate 1 diagonal, - hyphen)

36. Personal titles such as Mr., Mrs., and Miss are usually omitted in the heading.

37. The salutation is omitted.

38. The complimentary close is omitted.

39. The signature may be omitted. It is generally wise, however, for the sender to initial any messages sent in his or her name. If the sender's initials are used at the end of the memo, notice that they are typed a double space below the body at center point.

40. The sender may also sign or initial the memo beside the name in the heading if the initials are omitted after the message.

41. Another position for initials is at the date tab stop, if the date has been typed on the right side of the form.

42. Typist's initials and other notations are included as in any other business correspondence.

43. Envelopes are sometimes used when sending the message from one department to another or from one building to another.

44. Interoffice memorandums are sent in special colored or marked envelopes. If plain or unmarked envelopes must be used, COMPANY MAIL is typed in all caps in the stamp position. In doing so, Company Mail envelopes will not be accidentally stamped and mixed with regular mailing pieces.

45. The address for company mail envelopes may include:

    1. the addressee: personal title and name
    2. business title
    3. department

46. Now that you are more familiar with a special interoffice communication—the memorandum—it is time to check your knowledge on the subject. At this point in the program you will complete the post-test in your *Student's Manual.* After you have successfully completed this test, you will be ready to type several memorandums given specific directions.